Inpatient nursing units are measured by CMS using HCAHPS survey scores to discharged patients randomly. Top box scores of a 9 or 10 out of a 10 scale Likert scale only count towards a positive score.

Patient satisfaction top box scores represent 25% of the CMS Value-Based Purchasing Program. Hospitals without scoring in the 90th percentile for questions are at risk to have reduction in DRG payments annually.

How will the use of the Studer model of purposeful nurse leader rounding influence the satisfaction of patients on the medical/surgical unit?

The project was implemented on a 34-bed medical/surgical nursing unit. A nurse manager and 6-charge nurses had pre-intervention training (2-hours of watching a video on rounding, theory, and practice with the iPad rounding tool.

Daily all patients were rounded on by the nurse manager or charge nurses. Patients were asked yes/no questions, as well as the opportunity to respond with a narrative response. All responses were recorded in the iTool.

Service recovery and staff recognition are the focus on nurse leader intervention.

The iTool can be evaluated daily to validate rounding scores and narrative comments by patients and family.

Project investigator validated competence of rounders using a checklist for consistency amongst rounders.

Weekly scores within the Press-Ganey data base evaluated weekly for aggregated data. Feedback provided to nurse manager to disseminate findings in weekly huddles with staff.

The results from Press-Ganey demonstrate improvement in 1 month, but recommend they will need to be studied for 5 more months. Narrative responses are being aggregated for trends & tracking and action planning. The gain was 9.9%

The project was replicated with practice spread on the OB, Telemetry & ICU in September 2016.